

USERID: XR80697 ORDER INFORMATION 13APR11 10:06:39 PAGE 1

ORDER NUMBER.... 01 718422
 ORDER DATE..... 07OCT10 SOLD TO..... 015326 CENTREVILLE, MS
 TYPE ORDER..... NON/ASSIGNABLE SHIPPING MODE.... TRUCK LOAD
 STATUS..... CANCELLED CARRIER NAME..... COM ASSIGN
 SHIPPING FROM... AUGUSTA SHIP TO..... RICHLAND EQUIPMENT CO., INC.
 WEIGHT..... 4475 1245 HWY 33 S
 AVAILABLE DATE.. 05APR11 CENTREVILLE, MS 39631
 REQUESTED DELVRY 07OCT10 DELIVERY POINT... CENTREVILLE, MS 39631
 REQUESTED SHIP.. 28FEB11

ORDER CODE	QUANTITY	DESCRIPTION
1731LV41	1	5055E PK41
1731LV	1	5055E TRACTOR
0200	1	NORTH AMERICA
0402	1	ENGLISH OPERATION MANUAL
1240	1	MFWD
3520	1	MID MOUNT SCV
5037	1	16.9-24 IN. 6PR R4
6120	1	12.5/80-18 10PR I3(R4 TYPE)

DATE ENTERED	COMMENT
07OCT10	ORDER ENTERED BY X424650
07OCT10	ORDER ENTERED AS UNSOURCED BY X424650
05APR11	CANCELLED UNSOURCED ORDER, OLDER THAN 9 MOS
05APR11	KC61693--UNSOURCED STOCK ORDER CANCELLED

See e-mail & Replies attached



Beverly

From: "Kleeman Kathie D" <KleemanKathleenD@JohnDeere.com>
To: "Beverly" <beverly@richlandeq.com>
Sent: Monday, May 09, 2011 3:18 PM
Subject: RE: cancelled order

Beverly –

4 I apologize for this inconvenience. Clearly we prematurely cancelled your order 01-718422. I can enter a new order for you, if you would like, or you can place a new order for 5055E. The order will most likely go in as unsourced again if you enter as a stock again.

Kathie

From: Beverly [mailto:beverly@richlandeq.com]
Sent: Monday, May 09, 2011 3:05 PM
To: Kleeman Kathie D
Subject: Re: cancelled order

01 5326

----- Original Message -----

3 **From:** Kleeman Kathie D
To: Beverly
Sent: Monday, May 09, 2011 1:34 PM
Subject: RE: cancelled order

Beverly –

What is your dealer account number?

From: Beverly [mailto:beverly@richlandeq.com]
Sent: Monday, May 09, 2011 1:25 PM
To: Kleeman Kathie D
Subject: Re: cancelled order

Order # is 01 718422

----- Original Message -----

2 **From:** Kleeman Kathie D
To: Beverly
Sent: Monday, May 09, 2011 10:46 AM
Subject: RE: cancelled order

Beverly –

Can you please provide me with the order number?

Our policy of cancelling unsourced orders older than 9 months, is stated at the top of the availability letter which is published weekly. We do not contact the dealers when working with this report. I will take a look at your order after you reply with the order number.

Thank you,
Kathie

From: Beverly [mailto:beverly@richlandeq.com]
Sent: Monday, May 09, 2011 10:25 AM
To: Kleeman Kathie D
Subject: cancelled order

Kathleen,

On April 5th, Richland Equipment had an unsourced order for a 5055E tractor cancelled. We were not notified that the order was being cancelled. "Order information" says the order was older than 9 months old, but my information says the order was placed on Oct 7, 2010. I would think the appropriate thing to do would be to alert the salesman before the action was taken, especially since it had not been 9 months since the order had been placed.

Please let me know what's going on.

Thanks,
Beverly Taylor

6/30/2011